



## Service, Science, Sustainability

Under the leadership of the Commissioner of Public Lands, our work at the Department of Natural Resources (DNR) is done with the public's interest in mind, which means transparency and public knowledge. Our decisions are guided by sound science as we manage state trust lands, native ecosystems and natural resources. We support the vision of a sustainable future by protecting and managing the natural resources so future generations will have them.

DNR manages over 5 million acres of state-owned land that includes forest, range, commercial, agricultural and aquatic lands. We generate revenue that supports public schools, state institutions and county services. But managing lands is only half of our story. We also protect other public resources such as fish, wildlife, water, and provide public access to outdoor recreation. Two of our largest and most important state-wide resource protection responsibilities are fire prevention and suppression, and overseeing forest practices.

The DNR operates with a biennial budget of approximately \$400 million and has over 1300 employees.

We have some of the most talented people in the industry. We honor diversity in the workplace and support one another with respect and trust. We invite you to learn more about our culture, our careers, and why some of the top forestry and natural science professionals have joined Washington DNR by visiting our [DNR website](#).

## **DNR INTERNAL MOVEMENT ONLY** **WFSE EMPLOYEES ONLY**

### **Desktop Helpdesk Support** **Recruitment #2011-11-6722T**

**JOB CLASSIFICATION:** Information Technology Specialist 2

**SALARY RANGE:** \$3,726 – \$4,888 per month  
(\$3,614 – \$4,741 with 3% temporary reduction)

**Important Note:** From July 1, 2011 through June 29, 2013 a 3% temporary salary reduction, offset by additional paid leave, is in effect for most state positions. For specific information on the Temporary Salary Reduction, [click here](#).

**LOCATION:** Olympia, Washington

**OPENS:** November 17, 2011

**CLOSES:** November 23, 2011

### **WHO MAY APPLY:**

This recruitment is open to any DNR employee who holds permanent status as an Information Technology Specialist 2. The most senior applicant who meets all of the requirements below will be offered this position. For more information on Internal Movement, [click here](#).

### **POSITION PROFILE:**

This position assists individual agency staff with technical support of desktop computers, some applications, and peripheral devices. Work is performed under general supervision and includes staff located within the Natural Resources building, the Meridian Seed Orchard, Webster Nursery and the Engineering and division staff at the Tumwater compound. Position may work with senior staff on larger projects and will be part of a PC deployment team.

### **REQUIRED QUALIFICATIONS:**

One year of information technology experience such as analyzing, installing and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment or providing technical support. Specifically, experience should include:

- Providing technical assistance for PCs and laptops (software and hardware) including XP and Windows 7 operating systems.
- Installing desktop hardware and software for multiple business clients
- Troubleshooting, and resolving computer hardware and software problems.
- Using standard software such as email, word processing and spread sheet creation.
- Verbal and written communication such as description of issues, notification of pending outages or education material.
- Creating a positive customer experience, meeting or exceeding customer expectations, and delivering results.

A Bachelor's or AA degree in computer science, information systems, or related field can substitute for the one year of IT experience described above.

### **ADDITIONAL INTERNAL MOVEMENT REQUIREMENTS:**

As required by the WFSE 2011-2013 Collective Bargaining Agreement, Article 4.3, an applicant will only be considered for this opportunity as Internal Movement transfer candidate if:

## EMPLOYEE BENEFITS

The state of Washington offers a comprehensive benefits package including:

- [Medical](#), [dental](#), [life](#) and [long-term disability](#) insurance.
- Optional [long-term care](#), and [auto/home](#) insurance.
- Optional [medical flexible spending account](#).
- Vacation, sick, military, and civil leave.
- Eleven paid holidays per year.
- A state [retirement plan](#).
- Optional credit unions and savings bonds.

Optional [Deferred Compensation](#) and [Dependent Care Assistance](#) programs

Join our job announcement mailing list and view all current job opportunities. Visit: [DNR Jobs](#)

This announcement is published by the Washington State Department of Natural Resources (DNR). The DNR is an equal opportunity employer. Women, racial, and ethnic minorities, persons of disability, and disabled and Vietnam-era veterans are encouraged to apply. Persons with a disability who need assistance during the screening process, or those needing this announcement in an alternative format may contact DNR Recruiting staff (360) 902-1350 or (360) 902-1228. DNR may be contacted using the Washington State Telecommunications Relay Service (TTY) by dialing 711.

- The applicant holds permanent status as Information Technology Specialist 2 in the WFSE bargaining unit. (Applicants can verify their bargaining unit by checking their employee profile on [OrgPlus](#).);
- The applicant demonstrates or been assessed to have the position specific skills, abilities, and qualifications necessary to perform the duties of the position;
- The applicant provides supervisory verification that there are no disciplinary actions in the applicant's personnel file for the past twelve months; there are no pending disciplinary actions; the applicant is not under investigation into alleged misconduct; and there are no performance issues being addressed, as documented in the applicant's supervisory file;
- The applicant has not have been granted an Internal Movement transfer within the past two years;
- The applicant has not refused an offer of an Internal Movement transfer within the past twelve months;
- The appointment will not create a violation of DNR policy; AND
- The appointment meets the needs of the work unit.

## APPLICATION PROCESS:

To be considered for this position, please submit by November, 23, 2011:

- A letter of interest describing how your experience and qualifications relate to the position profile and required qualifications.
- A completed application – [DNR Job Application](#)
- A resume
- An online **voluntary** [Applicant Profile Questionnaire](#). (*This form is not required and is submitted online. Please do **not** print out and send in with application materials*).
- An [Internal Movement form](#) signed by you and your supervisor.

Submit all materials by the closing date to:

Electronic method preferred	OR other method
<a href="mailto:dnrrecruiting@dnr.wa.gov">dnrrecruiting@dnr.wa.gov</a>	Melody Wolf Department of Natural Resources PO BOX 47033 Olympia, WA 98504-7033

**NOTE: Please indicate Desktop Helpdesk Support Recruitment #2011-11-6722T in the subject line of your e-mail.**

By submitting the application materials you are indicating that all information is true and correct to the best of your knowledge. You understand that the state may verify information and that untruthful or misleading information is cause for removal from applicant pool or dismissal if employed.

Questions? Please contact John Green at (360) 902-1496 or e-mail us at [DNRrecruiting@dnr.wa.gov](mailto:DNRrecruiting@dnr.wa.gov)